



Family Council (FC) Minutes

Thursday May 21, 2020 @ 7 p.m.

Via Jitsi, video meeting, Thanks to Joy Lin Salzberg!

lb.familycouncil@gmail.com

Virtual Attendance: Joy Lin Salzberg, Lisa Dawson, Charlotte Katzen, Helen LaBonte, Jock Hobson, Kitty Cates

A. Approval of April 30 2020 Minutes: Moved by Lisa seconded by Helen

B. Call for an interim Treasurer

Open position of Treasurer on Family Council Executive: “The Treasurer shall collect monies for the organization, disburse funds with the approval of FC and maintain the financial books as a permanent record. The Treasurer shall support the initiatives of the Family Council as requested.”

Essentially, sending membership money to the accounting office for deposit and requesting cheques from the accounting office, following our FC procedures. This is separate from the campaign funds yet, may require some liaison with The Foundation from time to time.

It’s a great way to get to know senior leadership team and staff. A perfect introduction to volunteering as there is excellent support from our small Exec team.

Helen Labonte volunteered to be Treasurer on an interim basis until we hold a formal election. Helen has served on Executive as Secretary in the past and she and her family have been closely involved with Louis Brier for generations.

Thank you Helen!!

C. Campaign Project Update

1. Wheelchair Washer – is now onsite and protocol for use being finalized by Carol

2. Awnings – purchased and agreed, installation on hold until the vendor can comply with WorkSafe requirements

3. Shalom Garden – As Master Gardeners are seniors; at this time, they cannot volunteer but will assist us when they feel more comfortable entering. Joy and Charlotte to be garden volunteers. Kitty to send information on specific shade plants. Joy, Charlotte and Kitty to coordinate. The goal is a 4 seasons garden.

D. Senior Leadership Update:

In addition to campaign projects we discussed the following:

1. iPads

Last meeting we voted to spend up to \$1000 of campaign funds on iPads for the companion program. Thank you Joy for procuring and coordinating delivery of iPads to Louis Brier this coming week.

Ensure a label on the iPad to show this iPad was donated by Family Council

2. Words of Gratitude

The collective word cloud of gratitude from families is being sent to Michael to send out on social media. Also, the Tree of Life, painted on the wall going up the stairs to second floor will (hopefully) contain our word cloud – thank you to those who sent their words of gratitude!

3. Chairs for the lobby and home centre

Purchased with funds directly donated by one family, the arrival of chairs are on hold due to the pandemic – June arrival hopefully.

4. Companion Program

We have requested a basic accounting of the Companion Fund. It is funded by The Foundation. Funds are currently being used for companions to run the family video communication sessions.

5. Loosening of restrictions

i. David Keselman sent out a communication today. The possibility of visitation is being coordinated among all health authorities at the same time. LBHH cannot go ahead until protocol and permission is granted.

ii. We have asked why we observe some families visiting whose loved ones aren't end of life. What are the criteria? Licensing determines this. Contact Megan Goudreau if you feel you have a special case for visiting your relative.

iii. Suggestions brought forward to bring up to SLT as easy ways to safely open up:

- Boardroom visits by appointment
- Outside visits (front of LBHH and Shalom Garden), SCU has their own garden as well.
- Those who were providing direct care for their loved one, should be on a priority list and special attention should be given to that list for visitation now.
- Families understand transmission may occur with asymptomatic people so precautions must treat every visitor as if they may have COVID-19. This is not the issue.

iv. Concern about loved one's health decline over this time:

- A family member shared a concern regarding her father's story of multiple layers of medical issues arising due to LBHH not properly caring for him. Dehydration, not taking/having the time to properly feed and lack of nutrients have caused her Father body shut down and finally, after much demand, sent to hospital.
- Very concerned about the degree of lack of intervention; not sending residents to hospital
- Other families have expressed a decline in emotional and cognitive state due to isolation without stimulation and the kind of attention only a family member can really express with their love. Video conferencing is not a sustainable replacement for visitation for many families.
- Observance of the lack of communication between doctors on different shifts; not updating the chart of the resident to know, at all times, their status

v. The nursing station phone needs to be answered at all times especially during this time where families cannot enter to meet with staff directly. The phone rings and rings. The call goes nowhere. In the event the nurses station is not answered the call should go to reception and then the manager of duty. FC to bring up to SLT.

6. Resident Handbook

Carol and her team are resurfacing efforts to work on this now.

7. Lost Items.

- Lunadel and Megan reviewed existing policy reviewed and determined "it merits an update"
- Interdisciplinary endeavor:
 - Melissa, Housekeeping and Laundry Manager
 - Clinical Nurse Leaders
 - Care Staff, Food Services team (as far as checking of trays prior to washing),
 - Human Resources (clarifying the role of the Receptionist),
 - Business Office (for safekeeping of valuables and money),
 - Social Worker (expectations during admission), and also with
 - Building Services Manager (on matters of surveillance, policy reporting, and general security of the building).

8. Family Council Website Portal

Resurrecting efforts to work on this now

9. Dining Room supervision

Had started rules and responsibility - 1st floor only -
 Stalled initiative with the whole COVID pandemic
 Food Committee – was today at 10am

Other committees have not been meeting regularly due to the pandemic

10. Clutter of notices in the lobby

Admin will take a look at what can be done to remove staff related notices from the lobby and move them to a staff portal and email communication. The empty pamphlet rack and other non

essential notice boards will be reviewed.

11. Food Advisory Committee Quarterly meeting

i. Will share minutes when they come out

ii. Highlights include:

Watercooler project – notice will come out to update families

Nourishment Project reveals residents consuming greater nourishment – families can send their request for special snack to your neighbourhood nurse contact and it will be kept at the nursing station fridge and/or offered to resident as requested

Go Green Project – replaced all Styrofoam with compostable product and eliminated single use juice/milk & condiments

COVID-19 business continuity project – complete.

iii. Items working on:

- new menu items/seasonal
- supervision in dining room
- improvements to menu based on last meeting suggestions
- audit review of menu and new items

E. Individual sharing of personal items

Lisa and Joy to shared their attendance at each of the 2 online Zoom meetings coordinated between long term care facilities and VCH

Takeaways:

Different care homes have different restrictions

Some homes could not go between floors or have food delivered so LBHH appears pretty flexible

See PowerPoint Attached

F. General Suggestions:

i. Remove napkins from dining area so residents won't be able to crumple up dentures and hearing aids into the napkins – make better use of washable bibs

ii. Require clips for hearing aids so they are attached to clothing

iii. Ask Lunadel to send minutes to all families as we don't have the opportunity to reach families during this time.

iv. Ask families if they were unable to get into the video meeting: maybe too many emails, try a different app.

G. Next video meeting date: Proposed – Thursday, June 18, 2020 7:00PM ZOOM

